WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Economic Support
Bureau of Work Support Programs

TO: **Economic Support Supervisors**
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies

FROM: Stephen M. Dow
Policy Analysis & Program Implementation Unit
Work Programs Section

BWSP OPERATIONS MEMO
No.: 00-37
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Non W-2 [X] W-2 [X] CC [ ]
PRIORITY: HIGH

SUBJECT: **IVA/IVD INTERFACE MIS-MATCH REPORT**

CROSS REFERENCE: BWSP Operations Memo 00-29

EFFECTIVE DATE: Immediately

> The completion date for the IVA-IVD Mismatch Reports is June 16, 2000.

PURPOSE

This memo is to inform Economic Support and W-2 Agency staff of a second round of clean-up reports for the IVA/IVD Interface Redesign Project. In Operations Memo 00-29 you were told there will be changes made to the interface between CARES and KIDS this summer. In anticipation of this change, a series of clean-up reports must be completed prior to the interface changes being implemented.

BACKGROUND

This July, the IVA-IVD Interface will be up-graded. CARES will capture the KIDS Personal Identification Number (PIN) of the legally established parent on APGI. By attaching the KIDS PIN to the absent parent, we give the absent parent a unique identifier. The information going back and forth between CARES and KIDS should be much more efficient and less error prone using this method. For the conversion to work smoothly, some clean-up efforts are required by local agency staff. Two different reports were created to aid the workers in this clean up effort.

The first set, APGI Clean-Up Reports, were sent in April. The results of the APGI clean-up effort have been very successful, considering the short time frame given for this work effort. Thank you for your efforts!!

We are now ready for the second phase of the clean-up effort.
EOS REPORT CU13

The EOS report name showing mis-match information between CARES and KIDS is CU13. This report was generated by running a special cross-match between CARES and KIDS. The information on this report lists cases where the last name of the absent parent from KIDS does not match up with absent parent information on APGI.

Refer to your EOS Quick Reference Guide for instructions on accessing the report.

REPORT LAYOUT

The left side of this report shows information on CARES case numbers and children's PIN numbers. The other half of this report shows absent parent data received directly from KIDS about the absent parent of the child listed. The information in CARES on APGI is not matching up with the information sent from KIDS. In the majority of the cases listed on the report, the information coming from KIDS about the absent parent must be entered on APGI. The KIDS system has much more accurate data on the absent parent than CARES does. In most cases, the absent parent information listed on this report should be entered to CARES exactly as you see it displayed on the report.

The report layout lists the following information from left to right:

CARES Case Number

   This shows the CARES case number that the absent parent information belongs in.

CARES Child PIN Number

   This is the CARES PIN number of the child for whom mis-matched absent parent data has been found. This child's short list number shows up on APGI. The APGI screen that this child is attached to in CARES is the APGI screen that has absent parent information that does not match up with what KIDS shows for this child.

KIDS Absent Parent Last Name
KIDS Absent Parent Middle Initial
KIDS Absent Parent First Name

   This is the name of the mother or legally established father of the child listed on this report.

KIDS Absent Parent SSN

   This is the social security number of the absent parent listed.

KIDS Absent Parent DOB

   This is the birth date of the absent parent listed.

KIDS APGI Sequence Number

   KIDS has this listed as the APGI sequence number for this absent parent. This is the APGI sequence number that KIDS has for the absent parent listed. Many of these have sequence numbers listed as zeroes, "000". This means there is no matching APGI screen

found for this absent parent or that the KIDS system has not been updated with the correct absent parent sequence number.

PROBLEM TYPES FOUND ON REPORT CU13

The information on this report only states that there is information not matching up for a particular child and a particular absent parent. There can be many reasons for this mis-match and it is up to the worker to query their cases carefully to find the problem. This may mean that the worker will have to query KIDS or actually contact the Child Support Agency to help correct the problem.

The criteria for creating this mis-match report is:

• This is a non-closed IVA case in KIDS, with a valid CARES case number
• The absent parent listed by KIDS is the legally established father or mother of the child.
• The CARES PIN belongs to an active child participant in CARES
• The absent parent information in KIDS is not interfacing with the child's APGI information in CARES

This criteria is very broad and there can be many reasons for the information not matching up. Listed below are some problem types known to be on this report. This list is not all inclusive. Workers may have to contact the Child Support Agency worker to make sure the information matches up between the two systems. It is extremely important that this information be corrected in CARES prior to the interface changes coming in July.

The Absent Parent's Name on APGI Does Not Exactly Match Information from KIDS

Check the name as it is listed on the mis-match report. On the proper APGI screen in CARES, for the child PIN listed on the mis-match report, update the absent parent information **exactly** as it shows up on the mis-match report. Also enter the SSN and DOB information from the mis-match report. Incorrect spelling, incorrect suffixes, or improper spaces in a name (such as "Mc Donald" rather than "McDonald ") can prevent the interface from updating APGI. In some instances the name on APGI is an entirely different individual and is not the established parent of the child listed.

KIDS Shows an APGI Sequence Number of "000"

The majority of the mis-match information is caused by the fact that KIDS does not have a valid APGI sequence number for the absent parent. This is caused by many different reasons and it is up to the CARES worker to make sure the established parent information is entered correctly in CARES. The most likely correction for this problem is to delete the child off of an incorrect APGI screen, where there may be other children listed, and create a new APGI screen with the established parent's name.

Many times, 2 or 3 children may be attached to a particular absent parent because the client may state this person is the father of all the children. Once paternity tests are taken, it may be discovered that someone else is the father of one of the children. KIDS tries to send this new absent parent information to CARES, but there is no APGI screen in CARES to get up-dated for this 1 child. KIDS sends this new absent parent information on a "000" sequence number. Unfortunately, this information does not get updated in CARES, and no

error reports have ever been produced to notify workers of this particular problem. The interface re-design will reduce the number of times this problem occurs.)

CARES Shows "Unknown, Unknown" as the Absent Parent's Name on APGI

This is a common mis-match item on the report and is usually caused by attaching more than one child to an APGI screen that lists "unknown, unknown" as the absent parent. (See the above note for an explanation of how this problem can occur).

When a child has paternity established, KIDS tries to send the established father's name to CARES, but there is no associated APGI screen for the particular child affected. The "unknown" APGI screen is still applicable for the other child attached to it, so a new APGI screen will have to be created for the child and their newly established parent. Be sure to delete this child from the "unknown" APGI screen before creating the new APGI.

CARES Shows the Child is Attached to the Wrong APGI Screen

Either delete the incorrect APGI screen or delete the child from the APGI screen if other children are attached. Then create a new APGI screen with the new absent parent information from the mis-match report.

RESOLUTION OF PROBLEM CASES

As mentioned above, there may be instances where the CARES worker will have to contact the Child Support Agency (CSA) to resolve a particular problem. The CSA worker has the ability to change the APGI sequence number in KIDS, and sometimes a mistake can be made. If the APGI screen is correct and the mis-match report shows a "000" or another incorrect sequence number, the CSA worker should be contacted. They will need to enter the correct APGI sequence number in KIDS. Once that is completed, and the name, SSN and DOB of the absent parent exactly matches in both systems, the interface should work correctly.

MONITORING THE MISMATCH REPORTS

The Bureau of Field Support (BFS) will be monitoring your agency's progress with the completion of these reports. BFS has requested that each agency contact their Area Administrator upon the completion of the IVA/IVD Mismatch Report.

The completion date for the IVA-IVD Mismatch Reports is June 16, 2000.

CONTACTS

If for some reason, you have difficulty entering the correct information into CARES, contact:

DES CARES & Policy Call Center   Email: carpolcc@dwd.state.wi.us
                                               Telephone: (608) 261-6317
                                               Fax: (608) 261-6968

        <u>Note</u>: Email contacts are preferred. Thank you.